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In re: Dan Kikinis et al.  
 Case: P3233D1 Application No.: 09/387,616 Filing date: 08/31/1999  
 Art Unit: 2642 Examiner: Thjuan P. Knowlin  
 Subject: Method and Apparatus for Providing an Interactive Home Agent With Access to Call Center  
 Functionality and Resources

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Attention: Thjuan P. Knowlin, Examiner

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